

## **Systems Engineer - Sumter, SC**

### **VC3**

**VC3**, a dynamic IT managed services provider headquartered in Columbia, SC, is seeking to fill a **Systems Engineer position in Sumter, SC**. The Systems Engineer for VC3 provides first and second level support for a client located in Sumter, SC on all technical inquiries and will be physically located at the Client site. The Systems Engineer will respond to and investigate end user inquiries, concerns and issues via phone, remote access, and in person in a timely and courteous manner. This position will recommend or perform actions to correct problems based on knowledge of systems. This position will report to the client site in Sumter on a daily basis. Travel to Columbia will be required for training, and as needed, with mileage reimbursed.

#### **The following skills/attributes are required:**

- High School diploma required; technical or bachelor's degree preferred.
- 2+ years of experience.
- Good problem solving and decision making skills. Ability to understand and analyze technical issues.
- Must be motivated, detail orientated, highly organized and able to handle a variety of tasks and responsibilities in an efficient manner with a high level of quality.
- Ability to communicate clearly and effectively in oral and written form.
- Ability to deal effectively with client, vendors, and peers.
- Desire to provide the highest levels of service to clients.

#### **Required technical skills include:**

- Knowledge of Microsoft server and client operating systems. (Server OS: 2003, 2008 and 2012 Client OS: Win XP Professional, Vista, and Windows 7 and 8)
- Strong knowledge of Microsoft Active Directory infrastructure and maintenance.
- General understanding of internet protocols including DNS, SMTP, POP3, IMAP, Basic TCP/IP troubleshooting knowledge.
- Installation and troubleshooting of desktop client applications including Microsoft Office Suite and various antivirus clients.
- Ability to use appropriate tools to identify and remove spy-ware, ad-ware and viruses.
- Remote troubleshooting using, Remote Desktop, VNC, PC Anywhere.
- Strong understanding of Client and Server hardware configurations including redundancy and RAID architectures.

#### **Not required, but highly desirable:**

- Knowledge of Cisco IP Telephony
- VMware ESX server experience

- Installation, upgrade, and maintenance of Microsoft Exchange 2003 / 2007 / 2010
- Familiarity with router and switch configuration, operation, and maintenance, routing protocols, TCP/IP, network management, network analysis, and network security.

**Other:**

- Travel Requirements: Regular local day travel is a requirement of this position.
- Work Schedule: Must participate in paid 7x24 rotation; scheduled work after hours and on weekends.
- Applicant selected will be subject to a criminal and credit background investigation and must meet eligibility requirements for access to classified information.
- VC3 offers a great benefits package including an Employee Stock Ownership Plan (ESOP).

**Please submit resumes to:**

[sysengsumter@vc3.com](mailto:sysengsumter@vc3.com)